



# Michele W. Shafe, Clark County Assessor

## 2012 Executive Summary

MEASURES	NOVEMBER		ANNUAL					
	2011	2012	2008	2009	2010	2011	2012	2011-2012 % Δ
<b>Documents</b>								
Deeds Processed / Ownership Changes	13,490	14,793	141,498	159,129	162,218	156,446	136,387	163,664
<b>Appraisal Activity</b>								
Taxable Real Property Parcels Assessed	-	-	-	-	-	-	-	-
Exempt Parcels Assessed	-	-	-	-	-	-	-	-
Building Permits Received	-	1,585	-	-	-	-	16,799	20,159
Personal Property Accounts Billed	-	3,551	-	-	-	-	-	-
<b>Tax Collections</b>								
Current Personal Property Taxes Collected	-	\$13,171,613	-	-	-	-	78,306,183	\$93,967,420
Delinquent Year Property Taxes Collected	-	\$189,406	-	-	-	-	-	-
<b>County Board of Equalization Appeals</b>								
Residential	-	-	-	-	-	-	-	-
Commercial	-	-	-	-	-	-	-	-
Land	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-
<b>State Board of Equalization Appeals</b>								
Total	-	-	-	-	-	-	-	-
<b>Customer Activity</b>								
Office Visits, Main Office	-	2,198	-	-	-	-	23,884	28,661
Office Visits, Satellite Office	-	539	-	-	-	-	8,565	10,278
Total Office Visits	-	2,737	-	-	-	-	32,449	38,939
Customer Service Phone Calls	-	6,650	-	-	-	-	91,934	110,321
Phone Calls Handled in Less Than 1 Min.	-	6,494	-	-	-	-	89,602	107,522
% of Phone Calls Handled in Less Than 1 Min.	-	97.7%	-	-	-	-	97.6%	97.6%
Appraisal Phone Calls	-	654	-	-	-	-	16,601	22,135
Phone Calls Handled in Less Than 1 Min.	-	613	-	-	-	-	15,763	21,017
% of Phone Calls Handled in Less Than 1 Min.	-	93.7%	-	-	-	-	94.0%	94.0%
Assessor Website Hits / Record Searches	-	289,418	-	-	-	-	2,706,035	3,247,242

### NOTES & HIGHLIGHTS